RETURNS POLICY

- Returns must be received within six months of the original purchase date.
- ONLY COMPLETE PHYSICAL HOME MATERIALS KITS MAY BE RETURNED. Home materials must be unopened and unused. **Partial kits and/or individual components will not be accepted.**
- Digital credits cannot be returned or refunded.
- Please complete the return policy form section below. Include one copy of form with return and keep a copy for your records. If additional space needed use additional forms.
- Teacher's Kits, instruments and instruments kits, promotional items, apparel, clearance and discontinued items are not accepted for return.
- *Non-Returnable items will be shipped back and shipping fees are responsibility of customer.*
- Damaged/defective items must be returned for exchange to KI within 60 days of purchase.
- Any items missing from your order must be reported within 60 days of purchase.
- Do not pack returns with newspaper. Returns damaged due to improper packing will not be accepted.
- Returns should be shipped using a traceable service. KI is not responsible for returns lost during shipment.
- When shipping multiple packages, mark the outside of the boxes as 1 of 2, 2 of 2… etc.
- Refunds will be applied to any outstanding account balance before a credit to your credit card or a check is issued.

Return to: **Kindermusik International**
c/o Sweetwater Logistics
9517-H Monroe Road
Charlotte, NC 28270

**** RETURNS WILL NOT BE ACCEPTED AT THE 203 SOUTH CHURCH STREET ADDRESS****

Customer Number: _____ **Customer Name:** _____

Invoice Number	Item Number	Item Description	Qty	Damaged	Send Replacement
				Y or N	Y or N
				Y or N	Y or N
				Y or N	Y or N
				Y or N	Y or N
				Y or N	Y or N
				Y or N	Y or N
				Y or N	Y or N